

## Hsiao Tong (LKKAuto)

---

**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Wednesday, 20 January 2021 5:08 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** claims-singapore  
**Subject:** [SEEK MANDATE] - VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf

Dear Hsiao Tong

Please proceed as per advise.

Thank you.

---

### Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore  
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia  
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

---

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Saturday, 16 January 2021 12:19 pm  
**To:** Jenny Toh <jenny.toh@qbe.com>  
**Cc:** claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Your ref : **VC013816**

Our ref : CC6/QBE20007402/Upa3s2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING SLB 50Y(QBE) / SMT825C(TP) / OTHERS ON 17/07/2020

We refer to the above matter.

This is a 3 vehicles chain collision whereby our insured was the 2<sup>nd</sup> car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "FASTECH AUTO PTE LTD" at **\$8,006.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 26,029.89	\$ 7,704.00 (\$7,200.00 + 7%GST)
2. Loss of Rental (3days x \$150.00)	\$ 450.00	\$ 300.00 (3days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 26,481.89	<b>\$ 8,006.00</b>

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 12 January 2021 3:40 PM  
**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

Dear Jenny,

We are preparing report in order to seek mandate from your good office.

We will expedite the matter. Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 12 January 2021 9:53 AM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

Dear Jenny,

Thank you for your email.

Case reassign to HT,

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Sent:** Tuesday, 12 January, 2021 9:06 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>

**Subject:** VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Morning Both

What is the outcome for this case?

regards

---

**Jenny Toh**

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)

Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

---

**From:** Jenny Toh**Sent:** Thursday, 23 July 2020 5:56 pm**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>**Cc:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>**Subject:** VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Hi Mei Kwan

Please find attached as per requested.

regards

---

**Jenny Toh**

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

[Website](#) [LinkedIn](#) [Twitter](#)

---

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>**Sent:** Tuesday, 21 July 2020 11:47 am**To:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>; Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>**Cc:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>**Subject:** Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Dear Sir/Madam,

We refer to the above matter.

We had inspected TP vehicle SMT 825C at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

*Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.